Vendor Question	City Response
Section 5 – Vendor Instructions – states that the RFP should be submitted electronically by **October 29, 2021, at 4:00 pm. However,** as per the shared RFP timeline, Proposal due is November 5, 2021. Can you please clarify the exact due date for this RFP.	Proposal due date is November 5, 2021.
How long has the City been using the current system and whom is currently supporting the existing Trakit system? What would you change about your current level of support?	See the RFP document.
For the GIS integrations, can vendors assume the City will be responsible for the licensing for use of the GIS system?	Yes
What costs has the City incurred for the initial set up, ongoing maintenance, hosting, software licensing, support, and enhancements (i.e., "change orders") over the current Trakit system's lifetime?	Approximately $550,000 since 2011
Will the City consider extending the RFP response submission date to 7 business days after answers to vendors' questions are posted?	No
What database platform is the current system using (Oracle, MS SQL Server, or other)?	MS SQL Server 2016
What presentations, software demonstrations and/or estimates / quotes has the City received related to Permitting and Planning Software and from whom?	None
Page 6, 'in addition, Excel spreadsheets, Word tables and form templates, Access databases, or other shadow systems are being used to manage information outside the TRAKiT system'. Is the vendor going to be importing this data from these 'shadow systems', or will the vendor's solution be integrating with these 'shadow systems'? Please elaborate.	Vendor's solution will integrate
How does the City currently manage field inspections?	Not sure what you mean but currently an IVR system integrates with the tracking software for scheduling by phone. Will be adding on-line scheduling soon through the MBP.com permitting portal.
When would the City ideally like to have the new solution deployed, and what type of support is expected by the vendor after "Go-Live"?	See the RFP document. BART-not sure what the support question means- seems odd…..

Why does the City prefer an on-premise deployment vs. a hosted, SaaS solution as stated on page 7 of the RFP? Please elaborate as to how proposals for vendor-hosted solutions vs. a system deployed on-premise being evaluated?	The City prefers an on-premise solution due to Records Management concerns. TBD
What is the City's budget for the new Permitting System and what does the budget intend to cover? Is this budget limited to initial implementation of the new system? What amount is budgeted for ongoing support / annual maintenance?	The City's budget is publicly available on the City's website. Budgeted amount is for purchase and implementation. TBD during contract negotiations
What, if any, amount of the budget for this project subject to expire by a certain timeframe and when? Please elaborate.	Not anticipated at this time
Please provide an approximate number of standard email/letter templates that will be used by the City that are to be integrated and automated by the system.	Not currently known- will be determined through the implementation process
How many different or distinct certificate / permit application types will be supported in this solution? Please provide a list.	Not currently known- will be determined through the implementation process
RE: Data Migration & Conversion - Please provide the size and format of the current data set(s) to be migrated into the new Permitting Software solution, and confirm if the vendor will be migrating all this data into the new solution?	Current database is SQL Server and database is approximately 1.5 GB
Please provide the annual number of applications / renewals processed by the City?	Varies- average of about 2,000 per year over last five years.
Is there a preferred payment processor that the agency wishes to be part of this solution? Or is the City expecting the vendor to incorporate a payment processor within the proposal, or provide recommendations?	See the RFP document.
Please provide a breakdown of the number of City employees that will be using the new solution by Department (i.e., Permitting, Enforcement, Inspections, Planning, Building, Fire, Public Works, etc.)	See the RFP document.
How many different or distinct Permit application types will be supported in this solution?	Not currently known- will be determined through the implementation process

Did the City's year-long evaluation of permit product lines also incorporate discovery and evaluation of potential replacement Permitting Software solutions? If so, which vendors and/or platforms were evaluated?	No
Regarding the 'competitive selection criteria' on page 11 of the RFP, please provide the schema for how the listed items are to be weighted (i.e. 20% for item d. The total costs of the solution, etc.) for the competitive selection process.	TBD
Can the City please provide all the table templates / exhibits in either Microsoft ExCel or Word formats?	We have provided Appendix C on the City's website in Word format
Does the City prefer a custom developed system over a platform-based solution deployed as a configurable SaaS?	We would prefer a customizable solution that is well established and has a successful client history
Can the City provide more information regarding the list of all systems the new solution will need to integrate with, and what data will need to be exchanged? Please inventory which interfaces will need to be either a one-way (import or export) or two-way data exchange?	Provide information on how you would propose integration with your system.
If (Is?) the City open to obtaining a software product or platform that can then be configured / customized by the provider, a 3rd party integrator, or by City IT and Department staff trained by the provider? Which of these options does the City prefer?	We would prefer the system be configured/customized by the vendor or 3rd party integrator, and that City IT and Department staff be trained in administration and further customization.
What is your current process for inspections and what are your pain points with that process?	Duplicate question
Is there an incumbent company that is currently providing these services?	Duplicate question
What is your timeline for implementing this new platform?	Implementation start date is in the RFP. Timeline for Go Live is TBD.
May we export Exhibit A (Pricing Summary) and Exhibit B (Customer Reference, Existing Customer) into word files to use within our submittal or are we allowed to remake the chart? Exhibit C is the only attachment that was given to us in word format, please clarify.	Yes, Exhibit A and B may be exported to a Word document

Also, is it required to have 5 customer references in Exhibit B for Section 7, or could we be disqualified if we submit 3?	Yes, five existing customer references are required. Your submittal would be disqualified without the five required references.
The RFP sates in section 2 under Platform that "On-premises Client/Server platform deployment options are preferred, provided the vendor has a clearly defined Web Strategy for all or parts of its solution so the City can migrate to a cloud deployment model at a later date." Will you accept as responsive to your requirements vendors that propose a SaaS cloud based permitting solution only with no on-premise option?	On-premises is highly preferred. Submitting a SaaS solution would not be considered non-responsive.
What does SeaTac currently charge for a permit or application for permit?	Permit fees are valuation based. The Fee Schedule is available on our website.
Currently which vendor is providing "Permitting Software"?	Duplicate question-See the RFP
Can we get a copy of the current "contract" with the existing contractor for providing "Permitting Software"?	No
What are the areas of the existing applications the city is not very satisfied with? Please give us some examples.	System is a legacy version with some implementation issues- no workflow. See RFP for details.
What are the new features that City is looking to implement in the proposed system?	See the RFP
Currently, how much the city is spending Annually on the "Permitting Software"?	~$29,000
What is the budget range for the current project's implementation cost and annual cost?	Duplicate question- The City's budget is publicly available on the City's website. Budgeted amount is for purchase and implementation. Implementation and annual maintenance costs TBD during contract negotiations
Approximately when the city is planning to go live with the new system?	Duplicate question- Implementation start date is in the RFP. Timeline for Go Live is TBD.
Is City looking for a cloud-based system? Does or City want to host the proposed system on its hardware or host an on-premise platform?	See RFP
Does the city require a web-based Customer Portal for the Customers? If yes then provide us the number of customers that will access the customer portal.	The software is expected to integrate with the existing portal via an API- see RFP
Will your proposed system be used by your staff only? If yes then provide us with the number of employees who will use it. Provide us a list with no of admins, end-users, and others	See RFP- number of admins TBD

Data will be migrated from how many systems? Provide us a list of all systems with technical platforms like OS, database, etc.?	Data will be migrated from current permitting system (MS SQL server) and potentially ArcGIS (MS SQL server)
Section 2 - Background and Current Systems (Page 7) states that On-premises Client/Server platform deployment options are preferred, provided the vendor has a clearly defined Web Strategy for all or parts of its solution so the City can migrate to a cloud deployment model at a later date. However, other sections of the RFP ask about both On-premise as well as SaaS offerings. Could you please confirm City's preference in terms of permitting software hosting?	Initial preference is for on-premises platform
Exhibit A – Pricing Summary table is only provided for on-premise , Could you please provide Pricing summary table for SaaS.	The existing table can be used for both on-premises and SaaS options.
Pricing summary table mentions Plan review as 'If applicable', Would City please confirm if they would be using Bluebeam for Plan review, or they would like to have proposing vendor to offer this functionality?	Bluebeam is the current electronic review software in use. The vendor can propose another solution but should list pricing separately.
Where in the RFP response do we need to provide answers to Exhibit F - Cloud Questionnaire for SaaS Providers?	Response can be provided as a document appropriately labeled as response to Appendix F
Can a vendor submit a redacted copy of proposal to ensure certain sections containing confidential information can be protected per Washington state law for public records?	Not if the information is relevant to the evaluation process.